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September 25, 2002

Ex Parte

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: Application by Verizon for Authorization To Provide In-Region, InterLATA Services in State of Virginia, WC Docket No. 02-214 - REDACTED

Dear Ms. Dortch:

This letter provides additional detail in response to staff's questions and certain claims made by commenters in their Reply Comments to which Verizon has not had an opportunity to respond.

Billing

- As we explained in our ex parte of September 20, 2002, Covad's July 25, 2002 bill included sufficient detail to identify the charges contained in the Other Charges & Credits section of the bill. Attachment A to this letter is a printout from Covad's July 25, 2002 electronic bill, which shows the identifying information associated with each line item, which can be related to CLLI codes associated with each collocation site using the CSR records contained in the electronic bill.
- Covad also complained, Covad Reply at 6, that it had experienced these "mysterious" charges for the past five months. Verizon has reviewed Covad's bills from April through July for the same billing account number and found no "mysterious" charges that could not be related to CLLI codes by use of the CSR.
- As explained in Verizon's ex parte of September 20, 2002, after the September 14 conversion to expressTRAK, 99.6 percent of Z-Tel's billing telephone numbers (*****) in Virginia, Maryland, West Virginia, and D.C. have now been converted to expressTRAK. For CLECs in Virginia in the aggregate, following the September 14 conversion, 99.7 percent of billing telephone numbers have been converted to expressTRAK.

- Staff asked for confirmation that the September software upgrade to correct the mapping of alternately billed calls on the BOS BDT was implemented. (The August bills contained approximately \$15,000 of such charges for all CLECs – 0.36 percent of current charges billed in August.) The upgrade was implemented this past weekend (September 21-22). As noted in the McLean/Wierzbicki/Webster Reply Decl. ¶ 60, this is the first part of a two part fix. Based on a review of the August bills, Verizon estimates that the September fix will address approximately 60% of the mis-mapped charges. In other words, based on August bills, the remaining occurrence of the mis-mapping is only 0.14 percent (fourteen one-hundredths of one percent) of current charges billed to CLECs. As also stated in the McLean/Wierzbicki/Webster Reply Decl. at ¶ 60, even though these are valid charges, Verizon will continue to credit CLECs each month for the amount of usage appearing on its BOS BDT bill posted to “Quantity Type 17 Usage” until the mapping is fully corrected in December. As a result, because they are being relieved of paying charges that they owe, there is no competitive harm to Z-Tel or other CLECs whose calls were incorrectly mapped.
- Staff asked for additional information concerning Z-Tel’s claim that certain items showed \$0 charges and no telephone numbers. McLean/Wierzbicki/Webster Reply Decl. ¶ 54. As indicated there, these items indicated final close-out billing for disconnected accounts. Moreover, these accounts were all CRIS accounts. As noted above, nearly all accounts have now been converted to expressTRAK, which should virtually eliminate instances of this occurring.

Loop Qualification

- Covad raises a claim for the first time in its Reply Comments that Verizon maintains “separate and differing sets of loop makeup information for itself and for competitors.” Covad Reply at 2-4. Covad appears to be referring to the bulk loop qualification files provided to CLECs described in McLean/Wierzbicki/Webster Decl. Att. 2 and McLean/Wierzbicki/Webster Reply Decl. ¶ 9, and not to the loop makeup information in LFACS, but in either case, Covad is wrong.

Verizon has one loop qualification database that both wholesale customers and Verizon’s retail broadband division uses (LiveWire). The Verizon broadband division (formerly known as VADI) uses this database to perform loop qualification, both in real-time using the CORBA or Web GUI interface, or by using the “bulk” extract. Verizon provides the same “bulk” extract to CLECs. Updates to the bulk extract are posted weekly to an FTP server that is accessed by CLECs and the Verizon broadband organization.

After it obtains the weekly “bulk” extract, Verizon’s broadband division adds additional information obtained from its own databases concerning its own services that can be offered to particular customers. Verizon’s broadband division takes this information and subjects it to its own business rules to indicate whether it can potentially provide DSL service to a customer at a specific telephone number/service address. The additional information is proprietary to Verizon broadband. A field-by-field comparison of the bulk extract record (labeled “Newer VZ ILEC extract record” in Covad’s Reply App. B) to the

Verizon broadband marketing lead file (labeled “VADI extract record” in Covad’s Reply App. B) is provided in Attachment B. It shows that the majority of the data elements in the “VADI file” are obtained from the standard ILEC bulk extract and the remainder are the retail broadband division’s market codes. The retail broadband division also rearranges some of the fields provided in the bulk extract. The fields added by the broadband division are highlighted in yellow in the attachment; certain fields that the broadband division does not use are shaded in gray in the attachment.

Verizon’s broadband division also obtains a customer list from Verizon retail. Using this list it sets the value of the “Reason Not Qualified” field to “NOT_VZ_CUST” on the extract records for customers who do not receive local telephone service from Verizon. This information is not loop qualification information. Moreover, it is Customer Proprietary Network Information (CPNI) that may not be shared with third parties such as Covad without the end user customer’s permission. Verizon had been sending the bulk extract with the additional information that the broadband division adds to Covad by mistake, and has now informed Covad that it will no longer send this document, but instead will supply the standard bulk extract that is equally available to all CLECs and to Verizon’s broadband division.

Covad expressed interest in the field populated with the value “NOT_VZ_CUST” which is not provided on the bulk loop qualification extract. Consistent with the Commission’s rules, there are at least two ways for Covad to determine whether a customer is a Verizon customer. *see Implementation of the Telecommunications Act of 1996, et al.*, CC Docket Nos. 96-115, 96-149, 00-257, Third Report and Order and Third Further Notice of Proposed Rulemaking (rel. July 25, 2002) ¶¶ 100-101. First, Covad can perform a pre-order Customer Service Record (CSR) inquiry by entering the end user’s telephone number (on the inquiry form, the CLEC is asked to affirm that it has authorization from the end user to access the account). If the customer is a Verizon customer, the CSR will be returned. If the customer is served by a facilities-based CLEC, an error message indicating “CSR not found” will be returned. If the customer is served by UNE-P, an error message indicating “Not Verizon Customer” will be returned. Alternatively, Covad and its sales agents can ask the customer who his or her voice provider is during the ordering process.

- Covad also claims that Verizon maintains address-specific information about end user loops served by remote terminals that Covad needs to make use of Verizon’s Packet At the Remote Terminal (“PARTS”) service, but that Verizon does not provide this information to CLECs. Covad Reply at 4-5. Covad is incorrect.

First, with respect to PARTS, information needed by CLECs is available. Of course, as we previously explained, PARTS is an optional service offering that Verizon is voluntarily making available to CLECs and is not itself subject to the requirements that apply to unbundled network elements. Nonetheless, as PARTS is implemented in Verizon’s service areas, CLECs are provided a list of all PARTS-enabled Remote Terminals, their addresses, and the Central Offices they subtend. At the present time, there are no PARTS-enabled remote terminals in Virginia. In addition, as PARTS is

implemented, Verizon is updating the loop qualification database (LiveWire) to indicate each customer address and customer telephone number that is PARTS-capable. As a result, responses to loop qualification transactions will indicate that PARTS is an available product for a particular telephone number or address, where appropriate. Finally, as noted previously, a CLEC can receive bulk extracts of the loop qualification database, which are updated weekly. With this extract, the CLEC can also sort and search for items of interest to them such as PARTS.

- Second, separate and apart from the information provided about the PARTS service itself, Verizon also makes available detailed information on the underlying loops. For example, the pre-order loop makeup transaction (LMU) that was implemented in October 2001 was the culmination of a lengthy discussion as part of the DSL collaborative under the auspices of the New York Public Service Commission, in which Covad was an active participant. During those discussions, participants received from Telcordia a list of the data fields available in LFACS, and used that list to designate the information they wanted Verizon to provide access to.

Second, in an arbitration in Pennsylvania, and as discussed during the Pennsylvania 271 proceedings, *see* Lacouture/Ruesterholz PA Decl. ¶ 70 and Att. 10, another CLEC indicated a desire for additional information that would enable them to collocate at the Remote Terminals. Some of the information required visits to the field and the creation of special reports not readily available in electronic form in Verizon databases. Working with that CLEC, Verizon created the CRTEE/FDI Pre-Application Inquiries process. Information relating to this process is available on the Verizon web site <http://128.11.40.241/east/wholesale/resources/master.htm>. Covad has access to this process if it wants this information about remote terminals. To date Verizon has received fewer than 20 applications across all former Bell Atlantic states.

- Finally, Covad claims again that Verizon fails to provide CLECs with direct access to the loop makeup information contained in LFACS, but instead only makes information available to CLECs “filtered through the RequestNET system and after the ordering stage.” Covad Reply at 5-6. Covad is wrong. RequestNET is an internal Verizon work management tool used to manage certain work requests that require people in the provisioning and engineering organizations to perform work steps. It is used by Verizon to manage the human work steps involved in responding to CLEC requests for manual loop qualification, whether the request is made as a pre-order or ordering transaction. The database underlying RequestNET holds work requests which are formatted in standard electronic forms. “Manual” loop qualification requests that require a human being to perform work are routed to the work group, in this case the CLEC Loop Provisioning Center (“CLPC”), via RequestNET. Manual loop qualification requests may be initiated in response to either a pre-order transaction (LXE) or to an order (LSR) with that designation. The people in the CLPC access LiveWire and LFACS and perform a mechanized line test (“MLT”) as required to provide the information for a manual loop qualification. CLECs have access to LiveWire and LFACS via the pre-order interfaces (EDI, CORBA, Web GUI) and to MLT via the Maintenance and Repair interfaces (Web

GUI and EBI). *See* McLean/Wierzbicki/Webster Decl. Att. 2; McLean/Wierzbicki/Webster Reply Decl. ¶¶ 10-13.

If the CLPC cannot complete the loop qualification request based on its interrogation of these systems, the CLPC forwards the work request via RequestNET to the engineering group. Engineering examines paper records to complete the loop qualification request. Once the response information has been populated into the electronic form, it is returned to the originating person or system over RequestNET so the response can be formatted into the appropriate transaction and transmitted back to the CLEC over the same interface from which the request originated. *See* McLean/Wierzbicki/Webster Decl. Att. 2; McLean/Wierzbicki/Webster Reply Decl. ¶ 14.

The RequestNET infrastructure is also used in connection with special access to assist with the management of another work process that involves several manual work steps for engineering personnel which is Outside Plant (OSP) and Inter-office Facilities (IOF) facility checks for DS-1, DS-3 and OC-n special access requests (both wholesale and retail). In this case, the work request is created in RequestNET by the access ordering system. For this work process, RequestNET has been designed to perform an electronic look-up to the Trunk Inventory Record Keeping System (TIRKS) to attempt to determine whether spare OSP and IOF facilities are available before routing the request to an engineer.

White Pages

- AT&T claims that the Listing Verification Report (“LVR”) provided by Verizon to CLECs is a discriminatory process because, according to AT&T, it requires CLECs to engage in “costly after-the-fact review” that Verizon retail does not do. AT&T Reply at 15; AT&T September 12 Ex Parte at 5. AT&T also claims that Verizon fails to perform any “affirmative, proactive error detection and correction.” AT&T September 12 Ex Parte at 10. AT&T is wrong.

As explained in the McLean/Wierzbicki/Webster Decl. ¶ 107 and Reply Decl. ¶¶ 33-37, Verizon has taken a number of affirmative steps to assure the accuracy of listings appearing in the white pages. These include the expansion of the functionality of the End User Retaining Listings field on the LSR, and the implementation of the quality verification process in the NMC for manually processed directory listings orders. McLean/Wierzbicki/Webster Reply Decl. ¶¶ 33-37. In particular, the quality verification process affirmatively reviews “listing affecting” service orders (not just the sample of orders used in the calculation of OR-6-04) after the NMC has entered the service order into the service order processor from a CLEC’s LSR, to verify that the information contained in the LSR and the service order match. If the review detects a mismatch, Verizon corrects the service order. *Id.* ¶ 37. As previously explained, Verizon reports Directory Listing Service Order Accuracy (OR 6-04) in its Carrier-to-Carrier reports. Verizon has met or exceeded the standard of 98% without Verizon errors in every month that has been reported, February through July 2002. McLean/Wierzbicki/Webster Reply Decl. ¶ 38.

As previously explained, once a listing order reaches the service order stage, both CLEC and Verizon retail orders are processed in the same way. McLean/Wierzbicki/Webster Decl. ¶ 98. Verizon, however, takes additional steps for CLECs, that it does not take for its retail end users, by providing CLECs with confirmation and completion notices that recap the directory listing information from the service order, by enabling CLECs to view any end-customer's listing that is managed through the current process by using any one of the three pre-order interfaces (Web GUI, EDI, CORBA), and by providing the LVR. *See id.* ¶¶ 108-109.

The LVR is produced by the directory publisher, Verizon Information Systems ("VIS"), 30 days (or earlier upon request) before the directory close date. This is not an "after the fact" review of directory listings, but rather a "before the fact" verification step that allows the CLEC to verify the match of records in its data base to those in VIS's data base *before* the close date for a specific directory (which is before the book publication date). The LVR is an "end state" review of each of the CLEC's customer's listings that reflects all service order activity processed throughout the year. As previously explained, McLean/Wierzbicki/Webster Decl. ¶ 114; McLean/Wierzbicki/Webster Reply Decl. ¶ 39, Verizon's analysis of discrepancies reported by CLECs upon review of the LVR indicate several reasons for the listing appearing differently than the CLEC expects. Reasons for discrepancies have been: CLEC error, Verizon error, no error, differences resulting from subsequent service order activity, listing belongs in another book.

AT&T is correct that Verizon retail does not review LVRs before directory publication. Verizon retail only reviews a directory listing before publication if it is referred back by VIS. This would happen because the service order information for both wholesale and retail orders prepared by the ILEC and transmitted to VIS is subjected to a second edit process before the VIS database is updated. If a service order (whether wholesale or retail) fails the VIS edit process it may be referred back to Verizon retail (for a retail order) or to the NMC (for a wholesale order) for clarification and/or correction. There is no requirement that CLECs review the LVR, and many appear not to. For example, Verizon has received no reports of LVR "discrepancies" from AT&T in 2001 or 2002. Rather, the LVR is provided to CLECs to enable them to review their end user information if they choose to.

- Cavalier and NTELOS have proposed that it would simplify the process and improve quality to have CLECs deal directly with the directory publisher by sending "direct feeds" of their listing information to VIS once a year. *See Cavalier Reply at 7-8, citing NTELOS Comments at 11.* Verizon has considered this proposal and believes, for the reasons articulated below, that a "direct feed" approach would be more complex and create greater opportunities for error. However, a CLEC can bring this proposal to Verizon's OSS Change Management or to the Ordering and Billing Forum (OBF) under ATIS for consideration by the industry. None has approached Verizon's Change Management to date.

There are many benefits to the CLECs and to end-customers associated with the current

process using daily service order transactions, rather than a “once-a-year feed.” For example:

Industry Standards: The current process was developed by the industry under the auspices of the OBF and uses industry-standard forms and fields to effect the exchange of information between carriers.

Directory Assistance: During the course of the year, whenever customer listing information is established or changed such changes are communicated to the Operator Services/Directory Assistance organization (OS/DA) via the current service order process. Under the “once-a-year feed” approach, the customer would not be listed in directory assistance for up to a year, and the CLEC would be required to track and then separately notify the ILEC OS/ DA systems of additions, deletions and changes. Alternatively, the CLEC would need to send daily updates to the OS/ DA systems. These transactions would need to be formatted in a standard electronic format that would probably look like the OBF forms used today. CLECs would need to create new OSS capabilities to create and track the sending, acknowledgement and completion of these transactions to/from Verizon OS/DA, and Verizon OS/DA would need to create new OSS capabilities to directly accept, process and status these transactions.

Multiple Directories: The “once-a-year feed” would not be simply once a year, but instead would be once-a-year per directory. In order to ensure publication in the correct directory, CLECs would have to track and sort their customers according to directory area and provide feeds on a timely basis for each appropriate directory. Furthermore, there are some numbers that appear in multiple directories in the same toll area based on their local calling areas. For example, the primary directory for telephone numbers with the NPA/NXX of 703-327 is Prince William, but these numbers also appear in the Northern Virginia and Loudoun directories. Prince William is also the primary directory for telephone numbers with the NPA/NXX of 703-330 and these numbers also appear in the Northern Virginia directory, but not in the Loudoun directory, based on the relevant local calling areas. The current process ensures that affected listings are published in the correct books so that end users do not have to call Directory Assistance to get a number within their local area. Under the “once a year direct feed” approach CLECs would have to maintain and apply business logic to know what numbers belong in multiple books and ensure they include the number in both feeds to VIS.

Directory Distribution – During the course of the year, whenever a new customer moves into a service area and establishes service in a Verizon territory, the current process notifies VIS and arranges to delivery directories to the customer location. With a “once-a-year direct feed” approach either the customer would be without a directory for up to a year, or the CLEC would have to notify VIS at the time of installation to distribute a directory to the customer. VIS would require this transaction to be sent electronically, using industry standard formats, which likely would be the OBF Directory Listing form (which is part of the LSR and used in the current process today.) CLECs would need to create new OSS capabilities to create and track the sending, acknowledgement and completion of these transactions to/from VIS, and VIS would need

to create new OSS capabilities to directly accept, process and status these transactions. This information would be managed separately from the listing information for the customer, which would be received in the “direct feed.”

Today, Verizon Manages the Coordination of Listing Changes during Migrations:

Further, Verizon has worked with CLECs through the Change Management process to off-load work involved with the management of listing information at the time of migration from CLECs to Verizon’s systems and people. These initiatives involve increasing the use of the End-user Retain Listing (ERL) field and increasing the flow-through scenarios for listings. ERL reduces the work required by CLECs by allowing them to instruct Verizon to retain all listings by simply indicating “Y” in this field. CLECs today also have the option to drop all existing listings and specify each and every listing for its end customers, or to specify “end-state” or “positive reporting.” When ERL is used on a migration from a retail, resale or UNE-P account to another resale, UNE-P or loop account with number portability, Verizon will manage the establishment of the listing under the “winning” provider and coordinate the removal of the listing under the “losing provider.” When platform or resold services are disconnected by the CLEC, Verizon also deletes the associated directory listings. In the case of the migration of a loop to loop, UNE-P or resale, the “losing” CLEC is required to delete its listing and the “winning” CLEC to establish the new listing. When a loop is disconnected, the CLEC must delete the associated directory listings. For listings associated with full facility-based services, the CLEC must notify Verizon to establish, change, or remove the listing. It is the latter scenarios that have been the cause of most discussion in this proceeding and are in fact the ones in which Verizon must obtain the relevant information from the CLECs.

Under the “once a year direct feed” option this coordination at the time of migration would be lost, and CLECs (including resale and UNE-P) would be required to fully specify the end customers listing to the publisher every year. This requirement to fully state all listings rather than copying them “as is” upon migration would likely increase the incidence of erroneous listings.

Ability to View Customer Listing Information: The current process ensures that an end-customer’s listing is available to be viewed by any CLEC, immediately upon establishment of the listing in VIS’s data base. Today, CLECs can view any end-customer’s listing that is managed through the current process by using any one of the three pre-order interfaces (Web GUI, EDI, CORBA). Under the “once a year direct feed option,” every CLEC would need to develop systems and interfaces to make their customer listing available to other CLECs, and CLECs would need to establish connectivity to each other to exchange these inquiry transactions. As is the circumstance today when VIS obtains other ILEC listings for inclusion in its directories, VIS does not store the listings nor manage changes to these listing. They are loaded and printed then purged after publication.

Subscriber Information: The FCC requires carriers to make listing information available to independent third-party publishers. Today, the Verizon ILEC includes the

CLECs' listings in its feeds to these publishers unless a CLEC asks Verizon not to. Under the "once a year direct feed" approach, each CLEC would assume responsibility to provide its listings to these publishers. CLECS would need to maintain the schedule not only for VIS directory publication, ensuring timely delivery of listings, but also for various third-party directories throughout the year.

For these reasons, Verizon believes that the current industry standard, service order-based process is more workable and less error-prone than a yet-undefined and untried "once a year direct feed" approach. However, as stated above, if a CLEC believes the "direct feed" is a better approach, Verizon will coordinate industry consideration of the CLEC's proposal through the Change Management process.

- Staff has asked for information comparing retail and wholesale "pre-production" or post-publication directory errors. Verizon does not track retail pre-production errors. As noted above, Verizon does not use the LVR process for retail. Verizon VA's consumer relations group has received 32 complaints in 2002 concerning listings in published directories in Virginia. In addition to complaints about white page listings and directory assistance, these include complaints about yellow page listings and advertisements which are not checklist items. The table below summarizes the distribution of complaints between white pages, yellow pages and directory assistance, and between Verizon retail customers and CLEC customers. Five of the 32 complaints were for CLEC customers and the remaining were for Verizon retail customers. Of the 5 complaints for CLEC customers, 3 concerned white page listings of which 2 appear to have been CLEC error and 1 appears to have been Verizon's error. Details are provided in Attachment C.

Carrier	White Pages	Yellow Pages	Directory Assistance	Total
Verizon	13	11	3	27
CLEC	3	2		5
TOTAL	16	13	3	32

- Cavalier complains that it received an ALI Code Report containing 11,600 listings for a billing account number (BAN) that is not a Cavalier BAN. Cavalier Reply at 10. As explained in our application, ALI codes provide a unique identification for each listing within a billing account. ALI codes are used if a CLEC wishes to change or delete a listing to ensure that the correct listing is processed. Upon request, Verizon provides CLECs with a weekly ALI Code Report that contains a list of the CLEC's ALI codes for directory listings associated with loop and facilities-based services. McLean/Wierzbicki/Webster Decl. ¶¶ 104-106. ALI codes are not directory listings, and the ALI Code Report is not a Listing Verification Report ("LVR"). As Cavalier notes, Cavalier Reply at 10, the ALI codes about which it complains were duplicates – that is, they appeared on the weekly report associated with the correct BAN, but were duplicated under a new BAN that was not a Cavalier BAN.

Cavalier properly reported this problem to the Wholesale Customer Care Center and a trouble ticket (#581488) was opened on September 6. Verizon's investigation determined that, during a special project to eliminate duplicate BANs, an NMC representative incorrectly established the BAN. Directory listing BANs should not have been changed as a result of this effort. Verizon corrected the problem on September 19 and has provided additional training for both the specific representative involved and NMC representatives generally.

- Staff requested additional information on educational assistance that Verizon has provided to CLECs concerning directory listings. As Verizon has explained, directory listings can be complicated. The majority of listings in the directory are simple listings. Customers have other alternatives, however, which make the listing "complex." For example, some customers want their listings indented with multiple layers under a main heading (caption listings). McLean/Wierzbicki/Webster Decl. ¶¶ 99-103. Attachment D is a copy of workshop materials concerning caption listings (which is one of the more complicated aspects of directory listings). The workshop was originally given on May 22, 2002. Other workshops and training sessions provided by Verizon were listed in our August 28 Ex Parte. Verizon has posted workshop materials on Verizon's wholesale web site at http://128.11.40.241/east/wholesale/industry_conf_education/2002_workshop_presentations.htm so that they continue to be available to CLECs at their convenience. In addition, as previously explained, Verizon provides assistance to CLECs if they have problems or questions about submitting directory listing requests. McLean/Wierzbicki/Webster Decl. ¶¶ 110-111.

This ex parte contains proprietary information and has been redacted. A confidential version is also being filed. Please let me know if you have any questions. The twenty-page limit does not apply as set forth in DA 02-1857.

Sincerely,



Attachments

cc: U. Onyeije
B. Olson
G. Remondino
C. Seppings
M. McManus
I. Dillner

**ATTACHMENTS A THRU C HAVE
BEEN REDACTED**

ATTACHMENT D

The Verizon logo, a red checkmark-like shape, is positioned above the word "verizon".

verizon



Welcome

Monica Moore

Director

Connectivity Management and OSS Support





Wholesale Services

Verizon East

Caption Listing Workshop





Agenda

- Defining a Caption
 - Components
 - Regulations
- Tools for Working with Captions
- LSR Examples for various types of Caption Requests
- Review of Resources
- Closing Remarks



The Verizon logo, a red checkmark-like shape, is positioned above the word "verizon".

verizon



Caption Listings

Bob Tascio
Wholesale Customer Support
Trainer





What is a Caption Listing?

A Caption is a heading under which listings are organized and:

- Consists of a name

- May have a designation

- Must have two or more business listings at the same or different address.

Example:

Pearl Jewelers 1 Oyster Bos

Exec Ofcs.....777-1100

FAX Number.....777-3334





Each Component of a Caption has a Name

- Caption Header - The heading under which all other listings for this customer are organized. There is only one header in each Caption.

Example:

Ricardo Entertainment (Caption Header)
Executive Offices 623 E 68247-2099
Fax Number685-9099





Each Component of a Caption has a Name

- Caption Indent - A listing that appears *under* a Caption/Sub-Caption heading is called a Caption Indent. Every indent under a Caption/Sub-Caption heading *must* be identified, when created, with a numeric to indicate the degree of indentation to the *right*.

Example:

Ricardo Entertainment (Header)

Executive Offices 623 E 68247-2099 (Indent)

Fax Number685-9099 (Indent)





Each Component of a Caption has a Name

- Sub-Caption - An sub-heading within a Caption that has indents further indented under it. When created, a Sub-Caption is identified with a numeric to indicate the degree of indention to the *right*. A Sub-Caption may include text without a telephone number.

Example:

Ricardo Entertainment (Caption Header)

Executive Offices 623 E 68247-2099 (Indent)

Club Bookings (Sub-Caption)

Copacabana.....685-9975 (Indent)

Studio 54..... 685-0054 (Indent)

Fax Number685-9099 (Indent)



Caption Regulations

- Degree of Indent/Level of Indent

Every Indent/Sub-Caption under a Caption/Sub-Caption heading must be identified with a numeric to indicate the degree of indentation to the *right*. The numeral '1' equals one degree of indentation to the right, '2' for two degrees, etc., up to a *maximum of 7 degrees*.

- The level of indent must *increase* in sequential increments (information indented at level three must be preceded by information at level two and one).
- A Caption Header is assumed to *always* be at 0 degrees.





Caption Regulations

In this example, all the Indents under the Caption Header are at (1) degree of indent.

Header (0) Braun H S furn--

Indent (1) ▶ Orders 15 S Lake Av 473-1213

Indent (1) ▶ Repair & Svc 11 Wards Ln 483-2131

Indent (1) ▶ Warehouse 10 Central Av 473-3511





Caption Regulations

- In this example, there are varying degrees of Indents and Sub-Captions.

Header (0)	VERIZON College --	
Sub-cap (1)	Information--	289-9000
Indent (2)	Events Hotline	289-9281
Indent (2)	Class Schedules	289-9282
Sub-cap (1)	Residence Halls--	289-9280
Sub-cap (2)	Dormitories --	
Indent (3)	Alfred Hall	289-9283
Indent (3)	Dana Hall	289-9284



Caption Regulations

- **Alphabetizing**
 - Indents are listed alphabetically, using standard alphabetizing rules.
 - In NE and NY in the absence of specific instructions for positioning indented Listings, "General Office, General Information or Main Office", if shown, is positioned first. The remaining Indents are positioned in alphabetical order.
 - Indents beginning with a number (other than a street number) are arranged numerically following the alphabetic arrangement for the Caption/Sub-Caption under which the indented listings appear.



Caption Regulations

- Alphabetizing
 - Indents beginning with an address only are arranged alphabetically by *street name* following other indents which were arranged according to the identifying word or number.



Caption Regulations

- **Alphabetizing**
 - When other than standard alphabetical sequencing is required, listing instructions **File First** or **File After** are used to specify the desired sequence.
 - **File First** : Used when an indent is to appear first in a Caption
 - **File After**: Used when an indented listing is to appear out of alphabetical sequence *when it is not the first indent.*
 - Only Indents with the same degree of indentation may be referenced with File First/File After.



Caption Regulations

- Alphabetizing
 - When a File First condition exists, File After is not required *unless* a non-standard sequence for the remaining indents is also required.
 - When a File After condition exists, the *existing* indent text and telephone number must be supplied.





Working with a Caption

- **Viewing an Existing Caption**
 - When positioning a new Indent, it is critical to know at what Degree/Level of Indent each component of the existing Caption is positioned at. This is done by viewing the existing Caption.
 - There are two ways of viewing existing Caption information :
 - Web GUI Pre-Order Directory Listing Request Transaction (Provides a view of the total Caption)
 - If available, a Customer Service Record (CSR) for a BTN/SBN will show you specific Indents associated with any telephone numbers on that account.





Working with a Caption

- The initial request to view a Caption in the Local Service Interface (LSI) will be a two step process.
 - 1. Submit a Pre-Order Directory Listing Request to determine the Caption *Package ID*.
(Each Caption is assigned a Package ID identifying a specific Caption in a specific directory.)
 - 2. Re-submit the request including the Package ID to view the entire Caption.

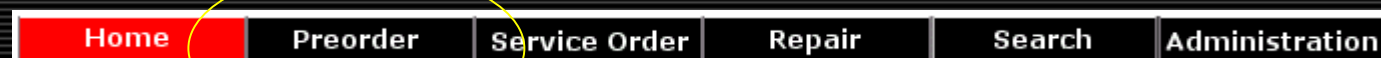
(Once the Package ID is known, future requests to view the Caption should include it with the initial submission)





Working with a Caption

- To access the Directory Listing Request transaction, proceed to the Pre-order transactions in the LSI, then:



LSOG5 Preorder

- + [Address Validate/TN Selection and Reservation](#)
- + [Customer Service Record](#)
- + [Directory Listing Request](#)
- + [Due Date Availability](#)
- + [Location Porting inquiry](#)
- + [Loop Make Up Data Inquiry](#)
- + [Loop Qualification - Basic](#)
- + [Loop Qualification - Extended](#)
- + [Loop Qualification -xDSL](#)

Click on
"Directory Listing Request"

Then click on
"Create New"

LSOG5 Preorder

- + [Address Validate/TN Selection and Reservation](#)
- + [Customer Service Record](#)
- [Directory Listing Request](#)
 - [Create New](#)
- + [Due Date Availability](#)

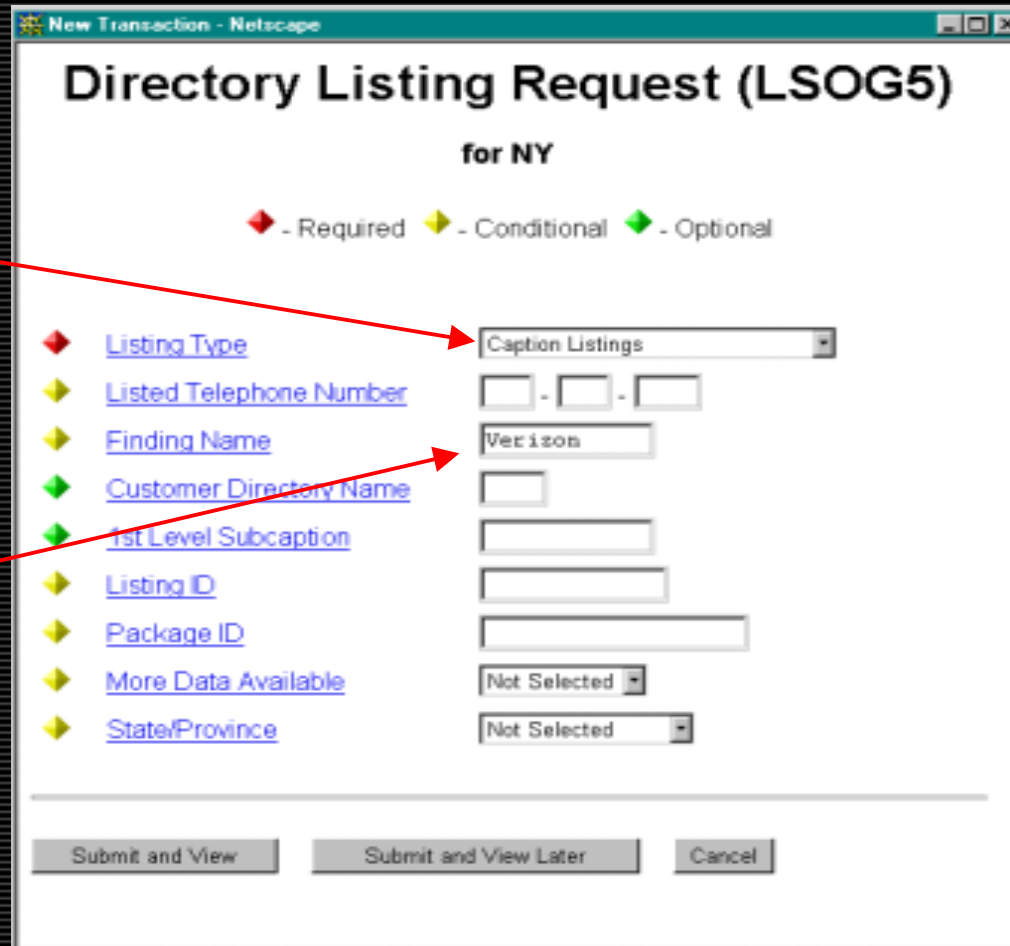


Working with a Caption

- The LSI will respond with a Directory Listing Request input form

In the "Listing Type" field select "Caption Listings."

In the "Finding Name" field enter the Caption Header.
(up to 12 characters)



New Transaction - Netscape

Directory Listing Request (LSOG5)

for NY

◆ - Required ◆ - Conditional ◆ - Optional

◆ Listing Type	<input type="text" value="Caption Listings"/>
◆ Listed Telephone Number	<input type="text"/> - <input type="text"/> - <input type="text"/>
◆ Finding Name	<input type="text" value="Verizon"/>
◆ Customer Directory Name	<input type="text"/>
◆ 1st Level Subcaption	<input type="text"/>
◆ Listing ID	<input type="text"/>
◆ Package ID	<input type="text"/>
◆ More Data Available	<input type="text" value="Not Selected"/>
◆ State/Province	<input type="text" value="Not Selected"/>

Submit and View Submit and View Later Cancel





Working with a Caption

- The system will respond with all captions beginning with the search criteria.

Directory Listing Response (LSOG5)

System Date (of Response)	20020327
System Time (of Response)	12PM5504
Finding Name	VERIZON
Directory Listed Name	Verizon;
Directory of Appearance Code	ALBI
Directory Identifier	ALBI
Package Id	0745329781
Directory Listed Name	Verizon;
Directory of Appearance Code	AMDM
Directory Identifier	AMDM
Package Id	1451100232
Directory Listed Name	Verizon;
Directory of Appearance Code	ARCD
Directory Identifier	ARCD
Package Id	0023624054
Directory Listed Name	Verizon;
Directory of Appearance Code	AUBN
Directory Identifier	AUBN
Package Id	0481130828
Directory Listed Name	Verizon;
Directory of Appearance Code	B
Directory Identifier	B
Package Id	1506358081

Caption header
Specific Directory
Package ID





Working with a Caption

- With the Package ID of the specific Caption added to the input screen, re-submit the request.

New Transaction - Netscape

Directory Listing Request (LSOG5)

for NY

◆ - Required ◆ - Conditional ◆ - Optional

◆ Listing Type	Caption Listings
◆ Listed Telephone Number	<input type="text"/> - <input type="text"/> - <input type="text"/>
◆ Finding Name	VERIZON
◆ Customer Directory Name	<input type="text"/>
◆ 1st Level Subcaption	<input type="text"/>
◆ Listing ID	<input type="text"/>
◆ Package ID	0975425845
◆ More Data Available	[NOT SELECTED]
◆ State/Province	New York

Submit and View Submit and View Later Cancel

Directory Listed Name	Verizon;
Directory of Appearance Code	M
Directory Identifier	M
Package Id	0975425845

Add
Package ID





Working with a Caption

The entire Caption will now be displayed

Directory Listing Response (LSOG5)

System Date (of Response)	20020327
System Time (of Response)	01PM5514
Finding Name	VERIZON
More Data Available Indicator	Yes
Text List Information	Verizon;--
Directory of Appearance Code	M
Directory Identifier	M
Degree of Indent	0
Listing Id	0975425845
Package Id	0975425845
Text List Information	(NWPS)Automated Account Line (OAD)210 W 18 Manhattan NY Toll Free-Dial '1' & Then
Listed Telephone Number	8006983545
Directory of Appearance Code	M
Directory Identifier	M
Degree of Indent	1

Degree of Indent (Header)

First Indented Listing starts here

Degree of Indent (First listing)





Working with a Caption

[Listing Id](#)

[Package Id](#)

[Text List Information](#)

[Listed Telephone Number](#)

[Directory of Appearance Code](#)

[Directory Identifier](#)

[Degree of Indent](#)

1

[Sequence Override](#)

Indicates that this listing follows the previous listing at the same degree of indent.

[Listing Id](#)

[Package Id](#)

[Text List Information](#)

[Directory of Appearance Code](#)

[Directory Identifier](#)

[Degree of Indent](#)

1

[Sequence Override](#)

Indicates that this listing follows the previous listing at the same degree of indent.

Each listing within the package is also given its own Listing ID

Indicates this Indent was requested with a "File After" instruction.

0735301724

0975425845

(NWPS)Linea De Informacion
Automatizada (OAD)210 W 18
Manhattan NY Llamada Gratis
'1'

8002816118

M

M

0621399575

0975425845

Buried Cable--

M

M





Working with a Caption

- Caption information may also be viewed on a Customer Service Record. In this example, the Main Listing for account BTN 802-395-1212 is an "address only" Caption Indent. *Everything in brackets is a positioning reference.*

---LST

LN	(ASSOCIATED; TREE CLIMBERS INC--)	← Header Reference
	(FOL) (1) (999 EAST AV	← Following a (1) degree Indent Listing
	BURLINGTON VT/TN 802 289-1212)	I 11-01-99
LA	(1) 20 MAIN, ESX JCT, VT+	← (Main List) Caption Indent
	05452	I 11-01-99
YPH	63630 TREE CLIMBERS	
	/SIC 7394	I 11-01-99





Working with a Caption

Text List Information	ASSOCIATED; TREE CLIMBERS INC--
Directory of Appearance Code	BURL
Directory Identifier	BURL
Degree of Indent	
0	
Listing Id	0099999993
Package Id	0099999993
Text List Information	999 East Av Burlington VT
Listed Telephone Number	8022891212
Directory of Appearance Code	BURL
Directory Identifier	BURL
Degree of Indent	
1	
Listing Id	1093049555
Package Id	0099999993





Working with a Caption

ASSOCIATED TREE CLIMBERS INC - continued

Text List Information	20 Main Esx Jct VT
Listed Telephone Number	8023951212
Directory of Appearance Code	BURL
Directory Identifier	BUR
Degree of Indent	
1	
Listing Id	1007777777
Package Id	0099999993



Working with a Caption

- In this example, the Main Listing for account BTN 201-333-1000 is an indent reading "Executive Offices. Another listing on the same account for "Reservations and Information" is positioned with a "File First" instruction, indicated on the CSR with the listing instruction Code (PRE=Preceding).

---LST

LN (FLYME AIRLINES SERVICE CENTER-) ← Header Reference
 (1)EXECUTIVE OFFICES ← (1) Degree Indent Text
 LA 800 MAIN, J CY ← with Address (Main Listing)
 LOC FLR LOWER LVL
 DZIP 07305
 AL (A) (FLYME AIRLINES SERVICE CENTER-) ← Additional Listing FID/ALI
 (PRE)(EXECUTIVE OFFICES/TN ← Text following this Indent
 333-1000)(1)RESERVATIONS ← (1) Degree Indent Text and
 AND INFORMATION/TN 333-9000 Telephone Number
 SIC 08412





Working with a Caption

Text List Information	FLYME, Airlines Service Center --
Directory of Appearance Code	076J
Directory Identifier	076J
Degree of Indent	
0	
Package Id	J502473083C11176JWP
Text List Information	Reservations And Information
	800 Main J Cy
Listed Telephone Number	2013339000
Directory of Appearance Code	076J
Directory Identifier	076J
Degree of Indent	
0	
Sequence Override	
Indicates that this listing precedes all listing at this DOI under the prior level.	
Listing Id	J502473083A01
Package Id	J502473083C11176JWP





Working with a Caption

FLYME Airlines Service Center - continued

Text List Information

Executive Offices

800 Main J Cy

Listed Telephone Number

2013331000

Directory of Appearance Code

076J

Directory Identifier

076J

Degree of Indent

1

Sequence Override

Indicates that this is the last listing at this DOI under the prior level.

Listing Id

J502473083

Package Id

J502473083C11176JWP





Working with a Caption

ExpressTRAK account BTN 301-686-1000 with Main and Additional Foreign Caption Listings.

---LST

FAL (A)(DCW)(JOHNSON & SONS INC--)
(LAST)(1)CONSTRUCTION
DIVISION & OFFICES--(FIRST)
/LA(2)1600 HOT SUMMER RD,
BURTONSVILLE/TN 301 686-1000
/FDN Y

Header Reference (Foreign)
Listing Instruction (File Last) for
New Sub-Cap
(2) Degree Address Indent and Telephone
Number with Listing Instruction (File First)

FAL (B)(DCW)JOHNSON & SONS INC--
(FIRST)(1)HARDWARE &
BUILDINGMATERIALS--(FIRST)
/LA(2)1600 HOT SUMMER RD,
BURTONSVILLE/TN 301 686-1000
/FDN Y

Header as Additional Listing (Foreign)
Listing Instruction (File First) for
New Sub-Cap
(2) Degree Address Indent and Telephone
Number with Listing Instruction (File First)

LN (CAP)Johnson & Sons Inc
(SUB1)Construction Division &
Offices
(FIR)

Header as a Main Listing (Local)
Sub-Caption

LA (02)1600 Hot Summer RD,
Burtonsville

Listing Instruction (File First) for
(2) Degree Address Indent

SA 1600 Hot Summer RD,
BURTONSVILLE, MD

DZIP 20866





Johnson & Sons - Local

Working with a Caption

Text List Information

Directory of Appearance Code

Directory Identifier

Degree of Indent

0

Package Id

Text List Information

Directory of Appearance Code

Directory Identifier

Degree of Indent

1

Sequence Override

Indicates that this listing precedes all listing at this DOI under the prior level.

Package Id

Johnson, & Sons Inc--

MSWC

MSWC

A555511126MANMSWCWP

Construction Division &
Offices

MSWC

MSWC

A555511126MANMSWCWP





Johnson & Sons - continued

Working with a Caption

Text List Information

1600 Hot Summer Rd

Burtonsville Md

3016861000

MSWC

MSWC

Listed Telephone Number

Directory of Appearance Code

Directory Identifier

Degree of Indent

2

Sequence Override

Indicates that this listing precedes all listing at this DOI under the prior level.

Listing Id

A555511126

Package Id

A555511126MANMSWCWP

Text List Information

2100 Butler Rd Silver

Spring

3012852000

MSWC

MSWC

Another Account
Same End-user
Included in Caption

Listed Telephone Number

Directory of Appearance Code

Directory Identifier

Degree of Indent

2

Sequence Override

Indicates that this is the last listing at this DOI under the prior level.

Listing Id

A409901924

Package Id

A555511126MANMSWCWP





Johnson & Sons - Foreign

Working with a Caption

Text List Information

Directory of Appearance Code

Directory Identifier

Degree of Indent

0

Package Id

Text List Information

Directory of Appearance Code

Directory Identifier

Degree of Indent

1

Sequence Override

Indicates that this listing precedes all listing at this DOI under the prior level.

Package Id

Johnson, & Sons Inc--

DCWC

DCWC

A401011126A01DCWCWP

Hardware & Building

Materials

DCWC

DCWC

A401011126A01DCWCWP





Johnson & Sons - continued

Working with a Caption

Text List Information

1600 Hot Summer Rd

Burtonsville Md

3016861000

Listed Telephone Number

Directory of Appearance Code

DCWC

Directory Identifier

DCWC

Degree of Indent

2

Sequence Override

Indicates that this listing precedes all listing at this DOI under the prior level.

Listing Id

A555511126

Package Id

A401011126A01DCWCWP

Text List Information

Construction Division &

Offices

Directory of Appearance Code

DCWC

Directory Identifier

DCWC

Degree of Indent

1

Sequence Override

Indicates that this is the last listing at this DOI under the prior level.

Listing Id

A409901000

Package Id

A401011126A01DCWCWP





Johnson & Sons -continued

Working With a Caption

Text List Information

Listed Telephone Number

Directory of Appearance Code

Directory Identifier

Degree of Indent

2

Sequence Override

Indicates that this listing precedes all listing at this DOI under the prior level.

Listing Id

Package Id

1600 Hot Summer Rd

Burtonsville Md

3016861000

DCWC

DCWC

A401011126A01

A401011126A01DCWCWP



The Verizon logo, a red checkmark-like shape, is positioned above the word "verizon".

verizon



Business Rules & Service Order Transactions





Business Rules

- The forms used when ordering any Standalone Directory Listings in LSOG 5 are :
 - Local Service Request (LSR)
 - End User Information (EU)
 - Directory Listing (DL)





Guidelines for Submitting A Local Service Request (LSR) For Listings Are Available Through:

- Verizon LSOG 5 Order Business Rules - The Verizon specific requirements for forms, data elements and customized population of the forms required for provisioning Directory Listings.
- LSOG 5 (Local Service Ordering Guidelines) indicates current version of the software governing the LSI.





Business Rules

Covering Requests
In these States

Version Indicator



Bell Atlantic Order Business Rules

Incorporating the Bell Atlantic Business Rules for the construction of LSR for both Electronic Data Interchange (EDI) and WEB Graphical User Interface (WEB GUI) users conducting Wholesale Business

Serving former Bell Atlantic North States
– CT, MA, ME, NH, NY, RI, and VT

Serving former Bell Atlantic South States
– DC, DE, MD, NJ, PA, WV and VA

Version 5.1.1
(LSOG5)

Release Date: February, 2002
Publication Date: January, 2002



Business Rules

- For each field on each form, the Verizon Business Rules provide:

Directory Listing								Release: LSOG 5.1.1 = Production			
No.	Field	Data Description	Length	Type	Usage	Grp.	Occur	Valid Entries			Notes and Conditions
15	STYC	Style Code	2	A	*Conditional		0,1	CI=Caption indent	OBF		Identifies whether the listing is a straight line, Straight Line Under (SLU) header, etc.. Usage Notes Prohibited when LACT field = "Z", otherwise required. Valid Entry Notes Valid entries not applicable in Bell Atlantic are "CH", "CS", and "SH".
								SH=SLU header	OBF-N		
								SI=SLU indent	OBF		
								SL=Straight line	OBF		

Numbered Fields

Abbreviated and Full Field Name

Length and Type of Input

Field Usage Expressed as:

- Required
- Conditional
- Optional

Valid Entries for some fields

Notes and Conditions providing definition and additional information





Business Rules

- Also included is a legend for reading the entries associated with each field.

Legend:

<i>Name</i>	<i>Description</i>
-------------	--------------------

Regional Indicator:

Blank	Designates use across the Bell Atlantic Region.
N	Specific to Bell Atlantic North – CT, MA, ME, NH, NY, RI, and VT
S	Specific to Bell Atlantic South – DC, DE, MD, NJ, PA, WV, and VA

Usage Indicator:

Blank	Bell Atlantic Specific field, field characteristics, notes.
OBF-N	OBF field, field characteristics, notes which Bell Atlantic does not use.
OBF	OBF field, field characteristics, notes which Bell Atlantic does use.
*	Deviation from Standard Guidelines.
Grayed Out	If an entire field is “grayed out”, it is ignored during system processing by Bell Atlantic. All Valid Entries, and Notes will be labeled as “OBF-N”. Although the valid values for these fields are labeled “OBF-N” and are ignored by downstream systems, these fields will be edited upon entry for length, type and valid values.





Business Rules

- Included in the Business Rules:
 - Business Rule Change Log - Advises of any changes from the prior version of the Business Rules

Business Rule Change Log

Release: LSOG 5.1 = Pending - TIS Work in Progress

Transaction Acronym DL

Transaction Name: Directory Listing

Transaction Description: This transaction permits customers to send information to Bell Atlantic specific to a directory listing request.

Field Name	Prior Rel Field #	Current Rel Field #	Change Mgmt #	Flash #	Description of change
ALI	11	11	1260		Added Field Note: If this field is populated the data in this field must match the data in the Customer Service Record.
RTY	12	12	2140		Added Valid Entry Note: The 2nd and 3rd character valid entry "AM" is only valid when the SAST field on the EU form = ("CT", "MA", "ME", "NH", "NY", "PA", "RI", or "VT").





Service Order Transaction

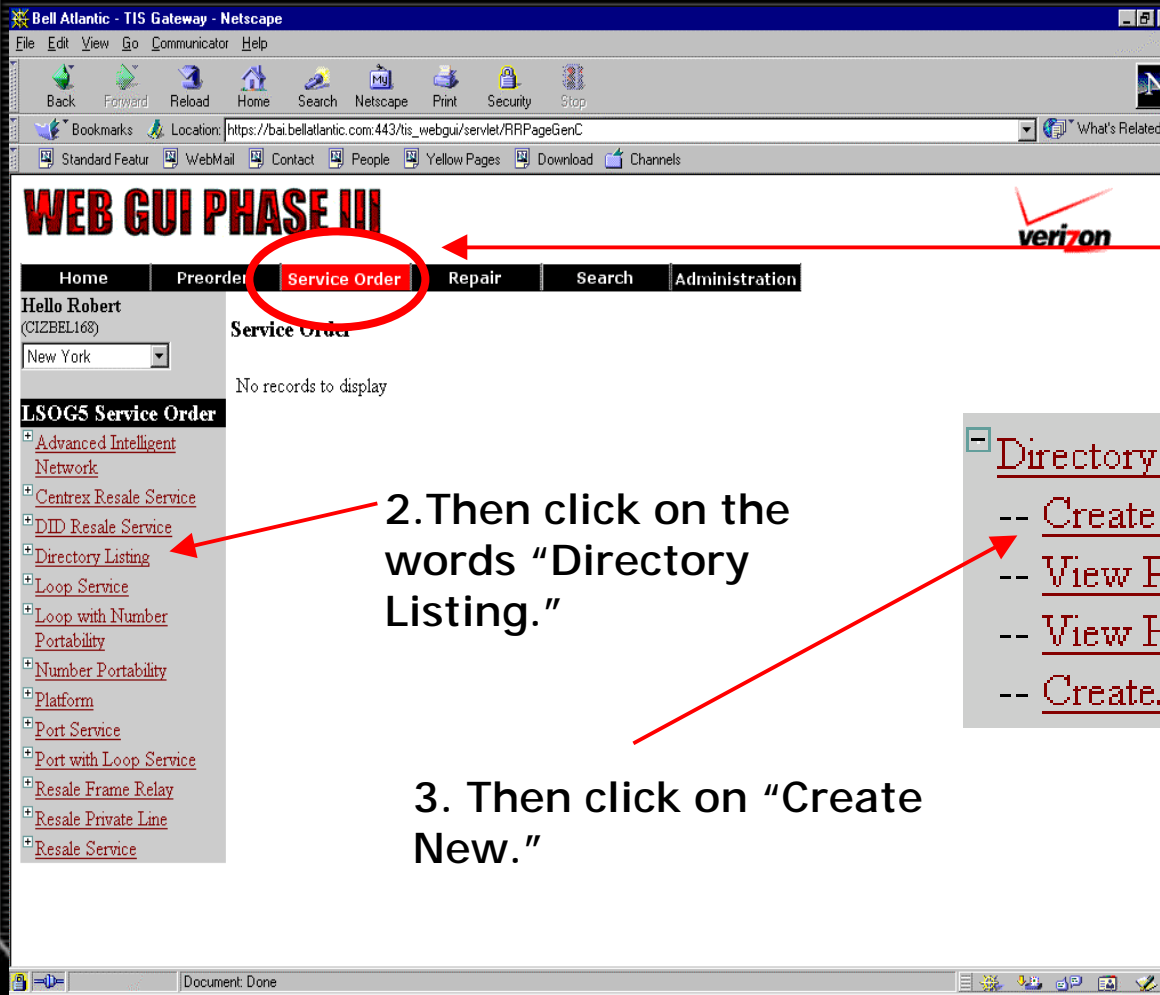
- A Directory Listing form may be attached to any provisioning order or may be sent as a standalone directory listing request.
- A standalone directory listing request for LSOG 5 is comprised of :
 - Local Service Request
 - End User Form
 - Directory Listing form
- To access all service order transactions, including a standalone Directory Listing request, proceed to the Service Order transaction in the LSI...





Wholesale Services

Service Order Transaction



1. Click on the words "Service Order" on the Navigation Bar.

2. Then click on the words "Directory Listing."

3. Then click on "Create New."

- ☐ Directory Listing
 - Create New
 - View Past Orders
 - View Held Orders
 - Create/Modify Template





Wholesale Services

Service Order Transaction

Service Order Creation - Netscape

Directory Listing - Local Service Request (LSOG5)

for NY

◆ - Required ◆ - Conditional ◆ - Optional

◆ 1	Customer Carrier Name Abbreviation	<input type="text"/>
◆ 2	Purchase Order Number	<input type="text"/>
◆ 3	Version	<input type="text"/>
◆ 4	Local Service Request Number	<input type="text"/>
◆ 5	Location Quantity	<input type="text"/>
◆ 6	Hunt Group Quantity	<input type="text"/>
◆ 7	Account Number	<input type="text"/>
◆ 8	Account Telephone Number	<input type="radio"/> New <input checked="" type="radio"/> <input type="text"/> - <input type="text"/> - <input type="text"/>
◆ 9	Service Center	<input type="text"/>
◆ 11	Response Identifier	<input type="text"/>
◆ 12	Date and Time Sent	January <input type="text"/> 2002 <input type="text"/> : <input type="text"/> AM
◆ 13	Dispatch Required	Not Selected
◆ 14	Desired Due Date	January <input type="text"/> 2002
◆ 15	Appointment Time	Not Selected
◆ 16	Desired Due Date Out	January <input type="text"/> 2002

The Web GUI will respond with the first required form, the Local Service Request (LSR)





Service Order Transaction

Service Order Creation - Netscape

Directory Listing - End-User Information (LSOG5)

for NY

◆ - Required ◆ - Conditional ◆ - Optional

◆ 1	Purchase Order Number	<input type="text"/>
◆ 2	Version	<input type="text"/>
◆ 3	Account Number	<input type="text"/>
◆ 5	Disconnect Quantity	<input type="text"/>
◆ 7	Location Number	<input type="text"/>
◆ 8	End User Name	<input type="text"/>
◆ 9	Address Format Type	<input type="text" value="Not Selected"/>
◆ 9a	Route Number	<input type="text"/>
◆ 9b	Box Number	<input type="text"/>
◆ 10	Service Address Number Prefix	<input type="text"/>
◆ 11	Service Address Number	<input type="text"/>
◆ 12	Service Address Number Suffix	<input type="text"/>
◆ 13	Service Address Street Directional Prefix	<input type="text" value="Not Selected"/>
◆ 14	Service Address Street Name	<input type="text"/>
◆ 15	Service Address Street Type	<input type="text"/>
◆ 16	Service Address Street Directional Suffix	<input type="text" value="Not Selected"/>

Once the LSR is complete, you continue on to the End-User form (EU).





Wholesale Services

Service Order Transaction

Service Order Creation - Netscape

Enter Key Values - Groups

Please enter all key values you want applied to this order:

Group	Listing Telephone Number	Listed Name Last	Listed Name First
5	212 - 289 - 9292	Verizon	College
8	<input type="text"/> - <input type="text"/> - <input type="text"/>	<input type="text"/>	<input type="text"/>
9	<input type="text"/> - <input type="text"/> - <input type="text"/>	<input type="text"/>	<input type="text"/>
10	<input type="text"/> - <input type="text"/> - <input type="text"/>	<input type="text"/>	<input type="text"/>
11	<input type="text"/> - <input type="text"/> - <input type="text"/>	<input type="text"/>	<input type="text"/>
12	<input type="text"/> - <input type="text"/> - <input type="text"/>	<input type="text"/>	<input type="text"/>

Data entered into the "Listing Telephone Number" field pre-populates on to individual Directory Listing forms.

Data entered into the "Listed Name Last" and "Listed Name First" fields pre-populates on to individual Directory Listing forms as the Caption Header reference.





Service Order Transaction

Service Order Creation - Netscape

Order Creation

Directory Listing Forms

Directory Listing Information (LSOG5) Required

Create From:

[New](#)

[Template](#)

[Continue](#) [Hold Order](#) [Cancel](#)

The next screen will present the option of using a created Template, or not.

If no Template has been created click the "New" banner.





Wholesale Services

Service Order Transaction

Service Order Creation - Netscape

Directory Listing - Directory Listing Information (LSOG5)

for NY

◆ - Required ◆ - Conditional ◆ - Optional

◆ 1	Customer Carrier	
	Name	<input type="text"/>
	Abbreviation	
◆ 2	Purchase Order	<input type="text"/>
	Number	
◆ 3	Version	<input type="text"/>
◆ 4	Directory Service	<input type="text"/>
	Request Number	
◆ 5	Account Telephone	<input type="radio"/> New
	Number	<input type="text"/> - <input type="text"/> - <input type="text"/>
◆ 6	Account Number	<input type="text"/>
◆ 7	Service Center 1	<input type="text"/>
◆ 8	Service Center 2	<input type="text"/>
◆ 10	Listing Activity	<input type="text"/>
	Indicator	
◆ 11	Alpha/Numeric	<input type="text"/>
	Listing Identifier	
	Code	
◆ 12	Record Type	<input type="text"/>
◆ 13	Listing Type	<input type="text"/>
		Not Selected
◆ 14	End User's Other	<input type="text"/>
	Service	

The Web GUI will respond with a Directory Listing (DL) form that will be blank except for...





Wholesale Services

Service Order Transaction

Service Order Creation - Netscape

34	Directory Name	<input type="text"/>
35	Directory Subsection	<input type="text"/>
36	Scoping Zip	<input type="text"/>
37	Additional Scoping Information	<input type="text"/>
38	Omit From Secondary Directory	<input type="text"/>
39	Listing Telephone Number	<input type="text" value="212"/> - <input type="text" value="289"/> - <input type="text" value="9292"/>
40	Non Standard Telephone Number	<input type="text"/>
41	Omit TN	<input type="text" value="Not Selected"/>
42	Local Exchange	<input type="text"/> - <input type="text"/>
43	Do Not Abbreviate	<input type="text" value="Not Selected"/>
44	Letter Name Placement	<input type="text" value="Not Selected"/>
45	Listed Name Last	<input type="text" value="Verizon"/>
46	Listed Name First	<input type="text" value="College"/>
47	Designation	<input type="text"/>
48	Title of Lineage	<input type="text"/>
49	Title of Address 1	<input type="text"/>
50	Title of Address 2	<input type="text"/>
51	Title of Lineage for Dual Name	<input type="text"/>

The pre-populated information from the "Key Values" screen.





Service Order Transaction

Some things to remember when submitting an LSR request for a Caption.....

Only 1 listing per Directory Listing (DL) form, except...

- A new Caption Header will always be created with its first Indent on the same DL.
- A new Sub-Caption will always be created with its first Indent on the same DL





Service Order Transaction

- For *all* additions or changes to Caption Indent listings, the Caption Header will *always* be referenced in the "Listed Name Last" and "Listed Name First" fields.

Example:

◆ 45	<u>Listed Name Last</u>	Associated
◆ 46	<u>Listed Name First</u>	Tree Climbers Inc

- The Header status must also be indicated as "new" or "existing" on the DL.

◆ 72d	<u>Header Status</u>	Existing
-------	----------------------	----------





Service Order Transaction

- Every new Indent listing under a Caption Header must have a "Degree of Indent" specified. Choices are 1-7 and must *increase* sequentially.

Example:

◆17 Degree of Indent 1





Service Order Transaction

- All Caption Indent text, other than an address only indent, will be identified and created within two DL fields.
 - "Listing Text Type" will identify the text to be defined as "Indent Text," when chosen from a drop-down selection.
 - "Line of Text" is the field that will contain the actual text for the Indent.

Example:

◆ 57

Listing Text Type

Indent Text

◆ 59

Line of Text

Executive Offices





Service Order Transaction

- All Sub-Caption text will be created simultaneously with its first Indent.
- "Listing Text Type" and "Line of Text" fields will contain the information creating the actual text for the Indent.
- "Level of Indent," "Prior Level Status" and "Prior Level Information" fields on the same DL are used to create Sub-Caption text.





Service Order Transaction

- Creating a (2) degree Sub-Caption for "Customer Service" and its first (1) degree Indent for "Repair" with telephone number 212-555-1212 under Caption Header "Acme Paper Company." In addition to all other required fields the following must be populated on the same DL :

- ◆ 17 Degree of Indent **Indent Positioning** → 1
 - ◆ 39 Listing Telephone Number 212-555-1212
 - ◆ 45 Listed Name Last **Header Reference** → Acme
 - ◆ 46 Listed Name First Paper Inc
 - ◆ 57 Listing Text Type Indent Text
 - ◆ 59 Line of Text **Indent Verbiage** → Repair
 - ◆ 73 Level of Indent **Sub-Caption Positioning** → 2
 - ◆ 74 Prior Level Status New Sub-Caption Header
 - ◆ 75 Prior Level Information Customer Service
- Sub-Caption Verbiage**





Service Order Transaction

- Positioning an Indent within a Caption
- When creating an Indent on the DL, of (2) degrees or more, you will need to position it within the Caption by identifying the listings *immediately* preceding it that have a *lower degree/level of indent*.
- The preceding listings must be identified *only to the immediate (1) degree listing*.

For example, if an Indent was being added at (3) degrees, the immediate (2) degree listing and the immediate (1) degree listing would need to be identified.



Service Order Transaction

- In this example, a (3) degree Indent being added for another dormitory called Smith Hall, positioned under Dana Hall, requires the identification of the immediate (2) degree and the immediate (1) degree listings.

Header (0)	VERIZON College --		
Sub-cap (1)	Information	289-9000	
Indent (2)	Events Hotline	289-9281	
Indent (2)	Class Schedules	289-9282	
Sub-cap (1)	Residence Halls	289-9280	Immediate (1) Degree/Level
Sub-cap (2)	Dormitories		Immediate (2) Degree/Level
Indent (3)	Alfred Hall	289-9283	
Indent (3)	Dana Hall	289-9284	
Indent (3)	Smith Hall	289-9292	

New Indent ▼





Service Order Transaction

All on the same DL, the positioning information would appear as follows:

◆ 17	<u>Degree of Indent</u>	3
◆ 39	<u>Listing Telephone Number</u>	212-289-9292
◆ 45	<u>Listed Name Last</u>	Verizon
◆ 46	<u>Listed Name First</u>	College
◆ 57	<u>Listing Text Type</u>	Indent Text
◆ 59	<u>Line of Text</u>	Smith Hall
◆ 73	<u>Level of Indent</u>	Immediate (1) degree 1
◆ 74	<u>Prior Level Status</u>	Existing Indent or Sub-Caption Header
◆ 75	<u>Prior Level Information</u>	Residence Halls
◆ 76	<u>Prior Level Telephone Number</u>	212-289-9280
◆ 73	<u>Level of Indent</u>	Immediate (2) degree 2
◆ 74	<u>Prior Level Status</u>	Existing Indent or Sub-Caption Header
◆ 75	<u>Prior Level Information</u>	Dormitories





Service Order Transaction

- Positioning an Indent Out of Alphabetical Sequence

In the last example, under Dormitories, Indents for Alfred, Dana and Smith Halls are in alphabetical sequence.

If the request had been to insert Smith Hall *between* Alfred and Dana, then the DL would have had positioning instructions to "File After" and the specifics of the Indent that Smith Hall would follow.

Sub-cap (2)	Dormitories --	
Indent (3)	Alfred Hall	289-9283
Indent (3)	Smith Hall	289-9292
Indent (3)	Dana Hall	289-9284





Wholesale Services

Service Order Transaction

◆ 17	<u>Degree of Indent</u>	3
◆ 39	<u>Listing Telephone Number</u>	212-289-9292
◆ 45	<u>Listed Name Last</u>	Verizon
◆ 46	<u>Listed Name First</u>	College
◆ 57	<u>Listing Text Type</u>	Indent Text
◆ 59	<u>Line of Text</u>	Smith Hall
◆ 72a	<u>Sequence Override</u>	File After
◆ 72b	<u>Sequence Text</u>	Alfred Hall
◆ 72c	<u>Sequence Telephone Number</u>	212-289-9283
◆ 73	<u>Level of Indent</u>	1
◆ 74	<u>Prior Level Status</u>	Existing Indent or Sub-Caption Header
◆ 75	<u>Prior Level Information</u>	Residence Halls
◆ 76	<u>Prior Level Telephone Number</u>	212-289-9280
◆ 73	<u>Level of Indent</u>	2
◆ 74	<u>Prior Level Status</u>	Existing Indent or Sub-Caption Header
◆ 75	<u>Prior Level Information</u>	Dormitories

Specific sequencing
requested

File After
Alfred Hall
212-289-9283





Service Order Transaction

If the request had been to insert Smith Hall *before* Alfred and Dana, then the DL would have had positioning instructions to "File First."

◆ 17	<u>Degree of Indent</u>		3
◆ 39	<u>Listing Telephone Number</u>		212-289-9292
◆ 45	<u>Listed Name Last</u>		Verizon
◆ 46	<u>Listed Name First</u>		College
◆ 57	<u>Listing Text Type</u>	Specific sequencing requested	Indent Text
◆ 59	<u>Line of Text</u>		Smith Hall
◆ 72a	<u>Sequence Override</u>		File First
◆ 73	<u>Level of Indent</u>		1
◆ 74	<u>Prior Level Status</u>	Existing Indent or Sub-Caption Header	
◆ 75	<u>Prior Level Information</u>		Residence Halls
◆ 76	<u>Prior Level Telephone Number</u>		212-289-9280
◆ 73	<u>Level of Indent</u>		2
◆ 74	<u>Prior Level Status</u>	Existing Indent or Sub-Caption Header	
◆ 75	<u>Prior Level Information</u>		Dormitories



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Wholesale Services

Caption Listing Web GUI Scenarios



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Resources

- **Verizon LSOG5 Order Business Rules**
(http://128.11.40.241/east/wholesale/customer_docs/master.htm)
- **Carrier Services Gateway Helpdesk (8am-5pm ET Mon-Fri)**
(Call 813-483-3549 or E-mail: CSG.Admin@Verizon.com)
- **CLEC Handbook**
(http://128.11.40.241/east/wholesale/customer_docs/master.htm)
- **Resale Handbook**
(<http://128.11.40.241/east/wholesale/resources/master.htm>)



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